






CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.


MANAGEMENT OF CHANGE

Co-X/QHS/SOP02

Revision No.: 00

Effective Date: 1st November 2022

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	TITLE	MANAGEMENT OF CHANGE		
	DEPARTMENT	QUALITY, HEALTH, SAFETY & ENVIRONMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/QHS/SOP02	PAGE NO.	Page 3 of 6

1.0 OBJECTIVE

The objective of this procedure is to ensure changes that affect Quality, Health, Safety and Environmental (QHSE) Management System in Co-X are well planned and implemented.

2.0 SCOPE

This procedure applies to:

- 2.1 Changes in procedures of operating a process and it's related equipment.
- 2.2 Changes in organization structure or key / essential personnel.
- 2.3 Changes in critical suppliers.
- 2.4 Changes in QHSE related activities that may affect safety, environment, quality, or efficiency.

3.0 DEFINITION


- 3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
- 3.2 QHSE : Quality, Health, Safety & Environment
- 3.3 MR : Management Representative
- 3.4 CEO : Chief Executive Officer
- 3.5 HOD : Head of Department
- 3.6 MR : Management Representative
- 3.7 OHS : Occupational Health & Safety
- 3.8 QMS : Quality Management System
- 3.9 HIRADC : Hazard Identification, Risk Assessment & Determining Control

4.0 RESPONSIBILITIES

- 4.1 Management Representative (MR) is responsible to ensure all activities to implement changes are undertaken in an appropriate manner; well planned, approved before implementation, documented and reviewed after completion.
- 4.2 The CEO is responsible to authorize / approve changes.
- 4.3 All Head of Department (HOD) can initiate changes within organization.

5.0 REFERENCE

- 5.1 ISO 9001:2015 Clause 6.3 Planning of Changes
- 5.2 ISO 14001:2015 Clause 8.1 Operational Planning and Control
- 5.3 ISO 45001:2018 Clause 6.0 Planning

	TITLE	MANAGEMENT OF CHANGE		
	DEPARTMENT	QUALITY, HEALTH, SAFETY & ENVIRONMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/QHS/SOP02	PAGE NO.	Page 4 of 6


6.0 PROCEDURE

6.1 Identifying Change

- 6.1.1** Any staff in Co-X can initiate or recommend that a change be made. Minimal information, specifically, a description of the proposed change, the technical basis of the proposed change and expected impact on the safety and health of the employees affected by the proposed change should be provided.
- 6.1.2** The requestor of HOD from relevant departments have the access to request for **Change Request Form (Co-X/QHS/SOP02-R01)** from QHSE Department to initiate change.
- 6.1.3** The changes may include but not limited to the following situations:
- 6.1.3.1** Change of procedures or activities that may affect the provision of products or services, health, safety and environmental management system.
 - 6.1.3.2** Change of business activities i.e. change of food menu etc.
 - 6.1.3.3** Use of new process and its related equipment, if applicable.
 - 6.1.3.4** Feedback from audits, consultation with employees, and other external information.
 - 6.1.3.5** Feedback during Management Review Meeting (MRM).
- 6.1.4** The changes information should include:
- 6.1.4.1** The reason or justification for the change.
 - 6.1.4.2** Technical basis of the proposed change.
 - 6.1.4.3** Known risks or impact of implementing the change relating to quality, environmental aspects and OHS management system or its activities.
 - 6.1.4.4** Required resources.

6.2 Initial Review and Risk Assessment

- 6.2.1** MR categorize the change urgency based on the following information:
- 6.2.1.1** Emergency – requires action immediately. Severe impact to the QHSE management system and resources may need to be allocated immediately for change.
 - 6.2.1.2** High – requires action within 48 hours. Affecting QHSE management system severely but not immediately.
 - 6.2.1.3** Medium – requires action within one (1) week. No severe or immediate impact to the QMS.
 - 6.2.1.4** Low – require action by indicated date. Changes is justified and necessary, but does not impact the QMS.

	TITLE	MANAGEMENT OF CHANGE		
	DEPARTMENT	QUALITY, HEALTH, SAFETY & ENVIRONMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/QHS/SOP02	PAGE NO.	Page 5 of 6

- 6.2.2** Appropriate measures are determined to manage assessed risk. This may include revision of procedures or plans, process alteration or staff training.
- 6.2.3** All changes are assessed and discussed by the committee appointed for risk management and potential risks associated to the change will be registered into relevant risk register(s) (Risk Assessment & Planning Register, HIRADC or Environmental Impact Aspect Register).

6.3 Approvals and Authorization of Changes

- 6.3.1** Approved changes by the committee will be forwarded to the top management. The CEO shall approve change proposed by the committee and responsible personnel with relevant experience, authority and accountability to carry out the changes.
- 6.3.2** Changes that considered inappropriate, impractical or unjustified will be rejected by the committee with the approval from the CEO.
- 6.3.3** MR to return to the Change Request Form to the initiator with details of the reason for the rejection, and recorded in **Change Request Register (Co-X/QHS/SOP02-R02)**.

6.4 Communication and Notification


- 6.4.1** Changes made are communicated to relevant staffs in order to create awareness, via announcement, meetings, trainings or other means necessary in accordance to Internal and External Communication (Co-X/QHS/SOP08) procedure.
- 6.4.2** When required or applicable, interested parties (suppliers, customers etc.) are notified of such change and potential new risk associated with the change.

7.0 RECORDS

- 7.1** Co-X/QHS/SOP02-R01 Change Request Form
- 7.2** Co-X/QHS/SOP02-R02 Change Request Register

8.0 APPENDIX / ATTACHMENT

- 8.1** Process Flow

	TITLE	MANAGEMENT OF CHANGE		
	DEPARTMENT	QUALITY, HEALTH, SAFETY & ENVIRONMENT	DATE	1 ST NOVEMBER 2022
			REVISION NO.	00
	REFERENCE NO.	Co-X/QHS/SOP02	PAGE NO.	Page 6 of 6

PROCESS FLOW

